

USER GUIDE



For Participants

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Desktop System Requirements

- An internet connection
- A web browser that supports AJAX, JavaScript™ and HTTP requests such as:
 - Internet Explorer® 7 or higher
 - Firefox® 2 or higher
 - Opera™ 9 or higher
 - Netscape® 8 or higher
 - Safari® 3 or higher

Mobile System Requirements

- An active cellular data plan or connection to a Internet-enabled WiFi Access Point.

Warning If you do not have an unlimited data plan, you may be charged for connectivity by your cell phone provider.

Turning Technologies is not responsible for any cell phone usage charges.

- A mobile web browser.
- Wi-Fi or cellular connection (for optimum performance, a Wi-Fi connection is recommended). Local area Wi-Fi or cellular network capable of supporting a concentration of one simultaneous connection for each ResponseWare device located in the same coverage area on the network.
eg: If a presenter wants to use 100 ResponseWare devices, their network needs to be able to support 100 simultaneous Wi-Fi connections within the area the devices are being used. The difference in a network that can support ResponseWare and a typical Wi-Fi network is that in typical use, all 100 devices are not in the same location or using the network at the exact same time.

Device Bandwidth Requirements

1.6kbps downstream

4.3kbps upstream

Bandwidth Recommendations

Number of Users on Network	Required Available Network Bandwidth Up and Downstream (bps)
1	9600
2 - 30	128k
31 - 100	512k
101 - 350	T1 or better

Creating a ResponseWare Web Account

If you are a student who will be using ResponseWare Web as your response device, you may be asked to create an account on rwpoll.com using license information you would have purchased from an e-commerce site or on a scratch-off card purchased at the bookstore.



Step by Step Instructions

1 Open your web browser.

Creating your personal ResponseWare Web account

Open your web browser such as Internet Explorer, Firefox, Opera, Netscape, Safari, or your Mobile Web Browser.

2 Go to the ResponseWare Web web site.

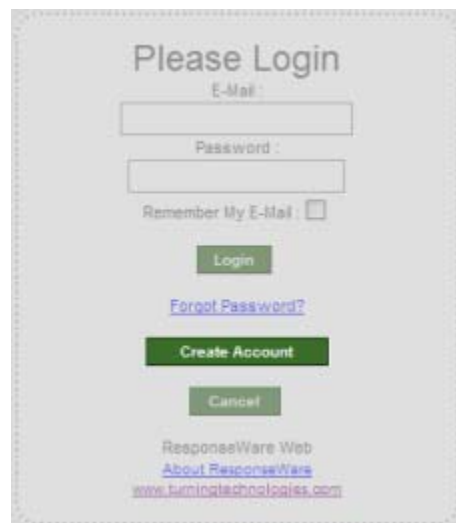
www.rwpoll.com

- 3 Click **Manage Account**.

The login screen will then be displayed.



- 4 Click **Create Account**.



- 5 Review both the **Privacy Statement** and the **Terms of Use Agreement**.

License Agreement

Welcome to ResponseWare
The Next Generation in Response Technology
ResponseWare - our revolutionary new response system
for mobile devices and more.

[View Privacy Statement](#)

[View Terms of Use Agreement](#)

I have read both the Privacy Statement and the Terms
of Use Agreement

[Decline](#) [Agree](#)

ResponseWare Web
[About ResponseWare](#)
www.turningtechnologies.com

Click on the hyperlinks to review these items. Then Check the box to the left of “*I have read both the Privacy Statement and the Terms of Use Agreement*”

- 6 If you accept the Terms of Use Agreement click **Agree**.

- 7 Enter your license code, email address, password, and Secure Text.

Enter in your email address and password in the Create User form.

Create Account

Enter License Code :


I have not purchased a license, but would still like to create an account.

E-Mail :

Confirm E-Mail :

Password :

Confirm Password :

Secure Text


Enter Text from Image Above

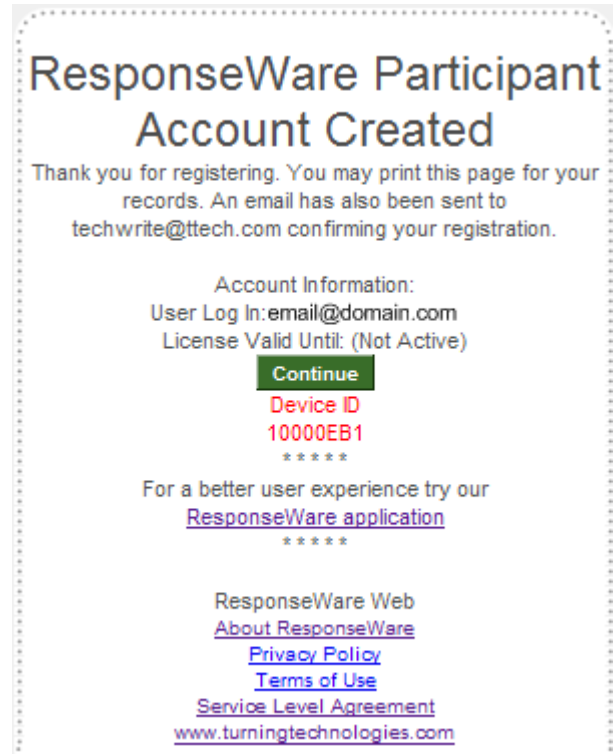
ResponseWare Web
[About ResponseWare Web](#)
www.turningtechnologies.com

Note If you do not have a license code and still wish to create and account, check the box to the left of "I have not purchased a license, but would still like to create an account."

- 8 Click **Create Account**.

A confirmation screen will be displayed and an e-mail will be sent to the e-mail address you provided.

Confirmation Screen - Account Created



- 9 Click **Continue**.

Connecting to a ResponseWare Web session

This section will cover how to connect to a ResponseWare Web session.

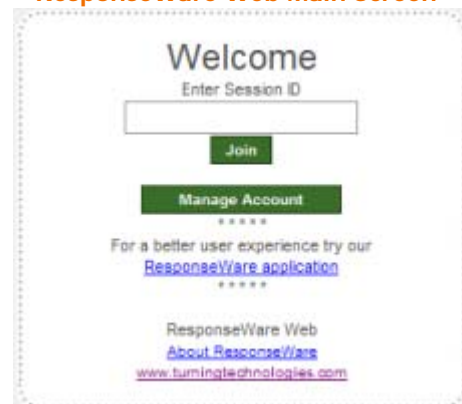
Note If you just created your ResponseWare Web account and want to join a session, skip to **step 5** below. If you have previously created your account and need to join a session, please follow steps 1-4 first.

Step by Step Instructions

Connecting to a ResponseWare Web session for participation.

- 1 Navigate to the ResponseWare Web page rwpoll.com.

ResponseWare Web Main Screen




- 2 Click **Manage Account**.

You will now be prompted for your e-mail address and password associated to your ResponseWare Web account.

- 3 Enter your **Email Address** and **Password**.

ResponseWare Web login screen



Please Login

E-Mail :

Password :

Remember My E-Mail :

Login

[Forgot Password?](#)

Create Account

Cancel

ResponseWare Web
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Tip You may allow your web browser to remember your e-mail address for quicker login for ResponseWare Web in the future by check marking the “Remember My E-Mail” option under the password field.

- 4 Click **Login**.

You are now logged into ResponseWare Web with your account.

- 5 Enter the **Session ID**.

The session ID will be provided by the presenter or on the presentation.

Welcome Screen - Session ID prompt



- 6 Click **Join**.

ResponseWare Web is will now connect to the session.

- a. If logging in without a pre-made account, Enter your User Information.

Firstname, lastname and user data (Student ID, Employee ID, etc.)

Welcome

Device ID :
1000003E

First Name :

Last Name :

User Data :

Continue

ResponseWare Web
[About ResponseWare Web](#)
www.turningtechnologies.com

Note The user information fields are not required to be completed to log in. If you wish to remain anonymous, just click Continue. Any information can be entered into these fields. The text entered is not case sensitive.

The user data you enter here is critical if your presenter is auto generating their participant list. The information that is entered on this screen will be what appears in there participant list for grading, analyzing or simply giving credit for group meeting environments. If you do leave this screen incomplete, then the presenter may not be able to give you credit for your responses.

7 Click **Continue**.

The current polling status or questioned will be displayed. This screen will auto refresh once polling is open.



Tip If you are using a device that doesn't support Ajax, JavaScript or HTTP requests, then you may have a Refresh button that you will need to press to advance to the questions and the results after polling is opened and closed respectively.

Responding with ResponseWare Web

This section will cover how to use ResponseWare Web to respond to interactive presentations.

Step by Step Instructions

- 1 Once connected (See page 10 for steps on how to connect), the current polling status will be displayed.

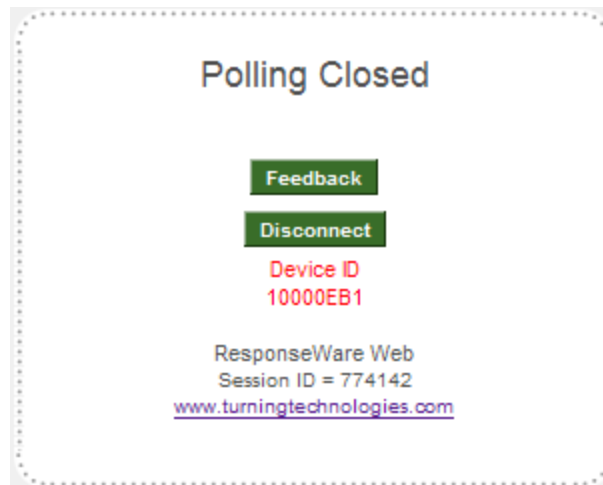
Instructions for responding with ResponseWare Web

When the presenter opens polling, the question along with the response choices will be displayed. If polling is closed, the screen will say "Polling Closed"

Response Screen with Polling Open

The screenshot displays a poll question: "Samurai : Japan :: Knight :". Below the question are four numbered answer choices: 1 United States, 2 France, 3 England, and 4 Jamaica. At the bottom of the screen, there is a dropdown menu labeled "Answer Text View", two green buttons labeled "Feedback" and "Disconnect", a red "Device ID" of "10000EB1", and footer text including "ResponseWare Web", "Session ID = 774142", and the website "www.turningtechnologies.com".

Response Screen with Polling Closed



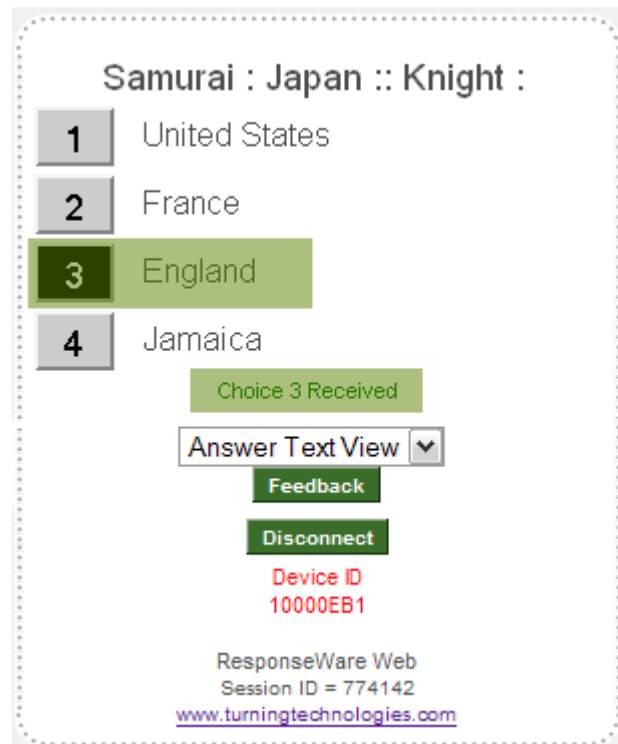
- 2 When polling is open, select your response choice. If responding with a text based answer, enter the text and click Submit Essay.

ResponseWare Web will now send your response to the presenter through the ResponseWare Web server to be tallied for the current question being polled.

Tip You can change the ResponseWare Web application to display a standard keypad layout by clicking Answer Text View and setting it to Keypad View.

- 3 Once TurningPoint receives your response, ResponseWare Web will indicate on screen that your response has been received. ResponseWare Web will also display which answer choice TurningPoint has recorded for you.

Response Received Confirmation Screen



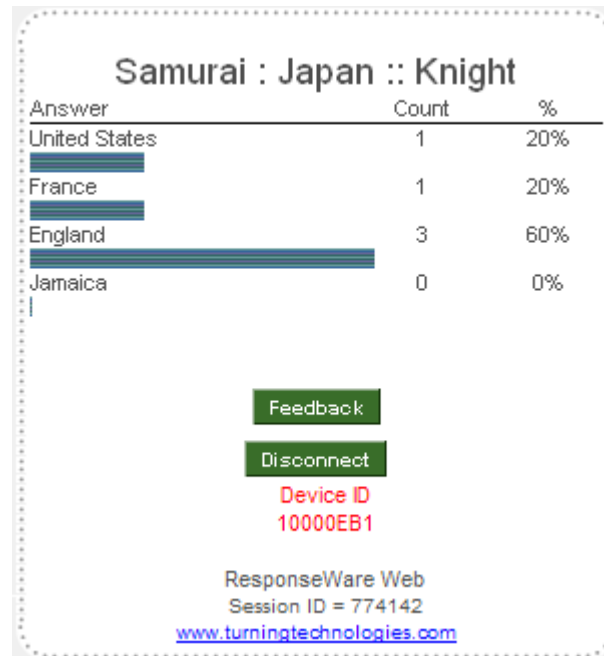
Note You may change your response choice at any time as long as polling is still open. TurningPoint only retains the last response sent/received.

Tip If you are using a device that doesn't support Ajax, JavaScript, or HTTP requests, you may have a Refresh button that you will need to press to advance to the questions and the results after polling is opened and closed respectively.

- 4 Once polling closes, the question results will be shown on your screen.

The results for all participants will be displayed after polling has closed.

Question Results



Sending User Feedback to the Presenter/Host

This section will cover how to send user feedback to the Presenter/Host.

Step by Step Instructions

Instructions for sending session feedback to the presenter/host.

- 1 While on the response screen, click **Feedback**.

The User feedback for will now be displayed.

Feedback button on the response screen



2 Enter your feedback text.

Enter the text you wish to send to the Presenter/Host.

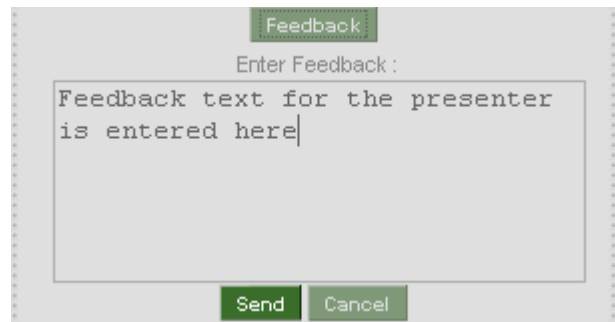
User Feedback form

The screenshot shows a web-based user feedback form. At the top, it displays the text "Samurai : Japan :: Knight :". Below this is a list of four numbered options: 1 United States, 2 France, 3 England, and 4 Jamaica. A dropdown menu labeled "Answer Text View" is positioned below the list. A green "Feedback" button is located below the dropdown. The main section of the form is titled "Enter Feedback :" and contains a text input field with the placeholder text "Feedback text for the presenter is entered here". Below the input field are two green buttons: "Send" and "Cancel". At the bottom of the form, there is a "Disconnect" button, followed by the text "Device ID 10000EB1" in red. The footer of the form includes the text "ResponseWare Web", "Session ID = 774142", and the URL "www.turningtechnologies.com".

- 3 Click **Send**.

Your feedback has been send to the Presenter/Host.

User feedback Send button



The image shows a dialog box titled "Feedback" with a subtitle "Enter Feedback :". Inside the dialog, there is a text input field containing the text "Feedback text for the presenter is entered here". At the bottom of the dialog, there are two buttons: "Send" and "Cancel". The "Send" button is highlighted with a green background, indicating it is the focus of the instruction.

Disconnecting from a Session

This section will cover how to disconnect from an interactive session. All data sent over ResponseWare Web is sent in real time through the ResponseWare Web servers and saved in real time on the presenter PC. No data is stored locally on the participant's device or PC. Disconnecting only removes you from the current session. It does not log you off the ResponseWare Web system.

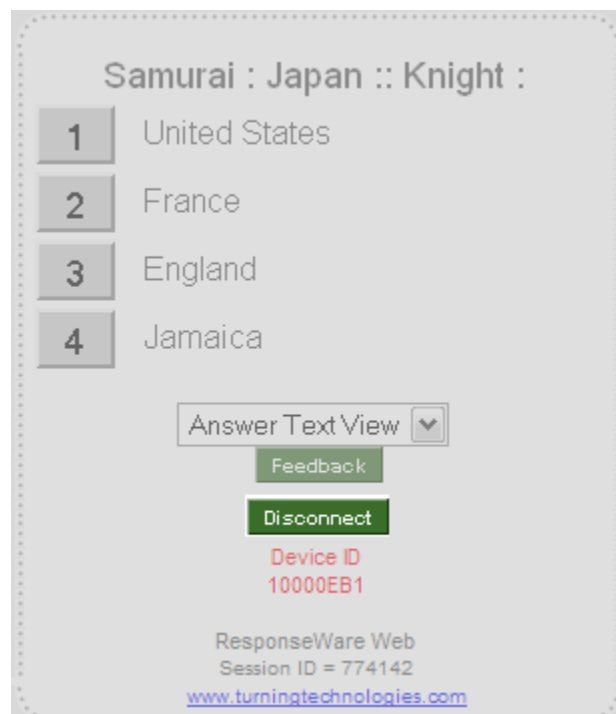
Step by Step Instructions

Disconnecting from a session.

- 1 While on the response screen, click **Disconnect**.

You will now be prompted to confirm that you wish to disconnect from the session.

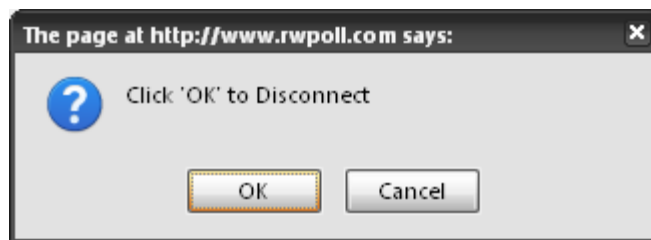
Disconnect button on response screen



2 Click on **OK** to disconnect.

You are now disconnected from the session.

Confirmation box to disconnect



Logging out

This section will cover how to log out from the ResponseWare Web session. Logging out disconnects you from the ResponseWare Web Server. You must log in again to participate in interactive presentations. If you happen to disconnect or lose your connection in the middle of a presentation, all of your responses will still count. Once you reconnect, you will join the current or next question. Logging out of ResponseWare Web closes all connections to the ResponseWare Web service.

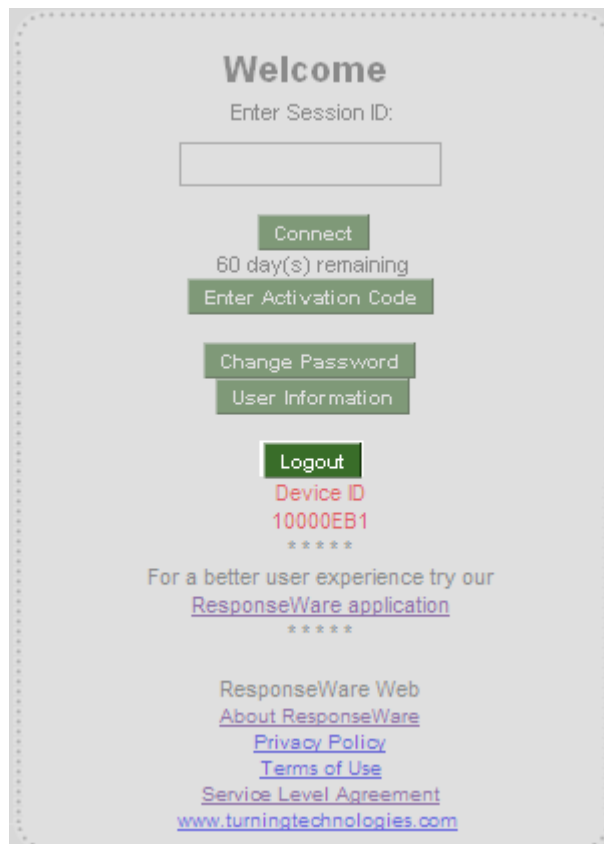
Step by Step Instructions

Instructions for logging out of ResponseWare Web.

- 1 While on the Welcome screen, click **Logout**.

You are now logged off the ResponseWare Web server.

Welcome screen with Logout button



Updating User Information

This section will cover how to add user information to your new account such as your first and last name along with a user data field.

Step by Step Instructions

- 1 On the Welcome screen, click **User Information**.

Updating your personal information to your ResponseWare Web account.

The user information form is now displayed.

Welcome Screen - User Information Button



Note Your Device ID is part of your ResponseWare Web account. It will never change. However, if you are logging into ResponseWare Web anonymously, this number will change each time you log in, such as Guest_56.

- 2 Enter your **First and Last name**.

User Information Screen

The screenshot shows a web form titled "UserInfo" enclosed in a dashed border. It contains two text input fields: "First Name :" and "Last Name :". Below these are two green buttons labeled "Update" and "Cancel". Under the buttons, the text "Device ID" is displayed in red, followed by "100003E" and "*****". Below this, a message reads "For a better user experience try our [ResponseWare application](#)" with "*****" underneath. At the bottom, there are several links: "ResponseWare Web", "[About ResponseWare](#)", "[Privacy Policy](#)", "[Terms of Use](#)", "[Service Level Agreement](#)", and "www.turningtechnologies.com".

- 3 Click **Update**.

Your user information is now updated.

Changing your password

This section will cover the steps to change your user account password.

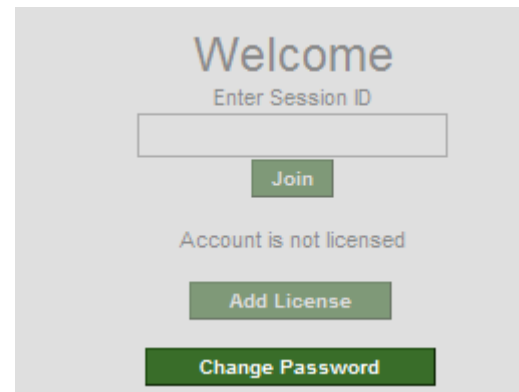
Step by Step Instructions

- 1 While on the Welcome screen, click **Change Password**.

Instructions for changing your ResponseWare Web account password.

The Change Password form will now be displayed.

Licensed Participant: Change password buttons



The screenshot shows a 'Welcome' screen with the following elements: the word 'Welcome' at the top, followed by 'Enter Session ID' and a text input field. Below the input field is a green 'Join' button. Underneath is the text 'Account is not licensed', followed by a green 'Add License' button. At the bottom is a green 'Change Password' button.

Note It is recommended that a new user should immediately change the password from the auto-generated password that was e-mailed to them from rwpoll.

2 Enter the **current password**.

Enter your current password associated to your ResponseWare Web account.

Enter current password

Change Password

Old Password :

New Password :

Confirm Password :

Change

Cancel

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[Service Level Agreement](#)
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- 3 Enter the **new password**. Type in your new password.

Enter new password

Change Password

Old Password :

New Password :

Confirm Password :

ResponseWare Web
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[Service Level Agreement](#)
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- 4 Enter the **new password again** to confirm.

Enter your new password a 2nd time to confirm.

Confirm new password

Change Password

Old Password :

New Password :

Confirm Password :

Change

Cancel

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[About ResponseWare](#)
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[Terms of Use](#)
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- 5 Click **Change**.

Your password has been successful changed.

Change password confirmation

Password Changed

Password was successfully changed

Continue

Device ID
10000D38

For a better user experience try our
[ResponseWare application](#)

ResponseWare Web
[About ResponseWare](#)
[Privacy Policy](#)
[Terms of Use](#)
[Service Level Agreement](#)
www.turningtechnologies.com

6 Click **Continue**.

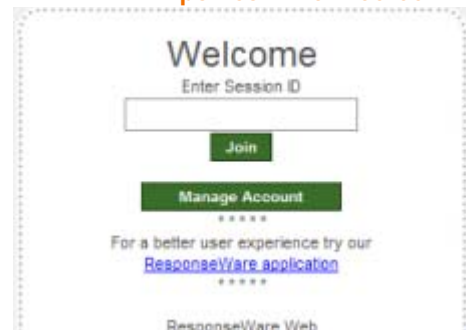
Lost or Forgotten Password Reset

This section covers the steps to reset a lost or forgotten password for your ResponseWare Web user account.

Step by Step Instructions Recovering a lost password.

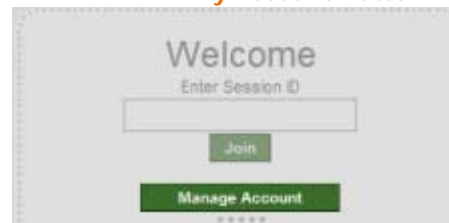
- 1 Go to **rwpoll.com**.

rwpoll.com Main Screen



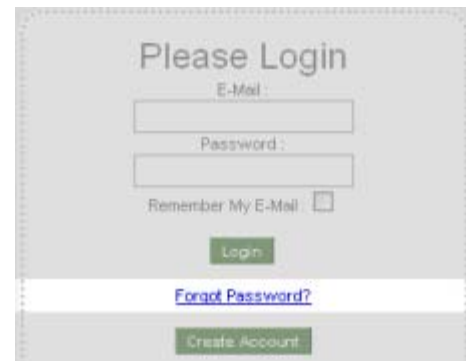
- 2 Click **Manage Account**.

My Account Button



- 3 Click **Forgot Password?** link.

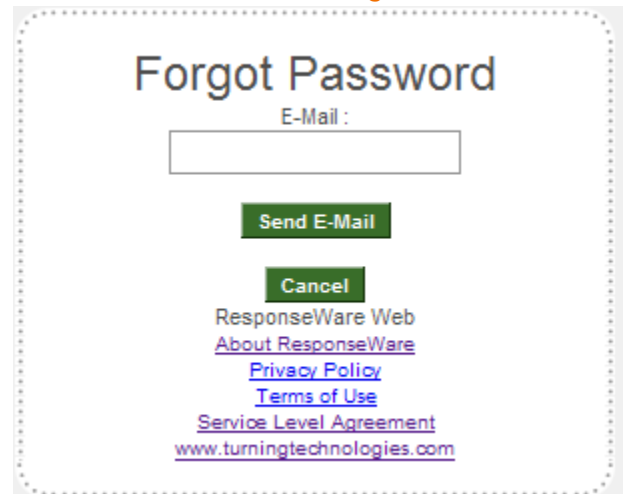
Forgot Password Link



The screenshot shows a login form titled "Please Login". It contains two input fields: "E-Mail:" and "Password:". Below the "E-Mail:" field is a checkbox labeled "Remember My E-Mail:". A green "Login" button is positioned below the "E-Mail:" field. At the bottom of the form, there is a blue underlined link labeled "Forgot Password?" and a green "Create Account" button.

- 4 Enter your ResponseWare Web account email address.

Forgot Password Form



The screenshot shows a form titled "Forgot Password". It features a single input field labeled "E-Mail:". Below the input field are two green buttons: "Send E-Mail" and "Cancel". At the bottom of the form, there is a list of links: "ResponseWare Web", "About ResponseWare", "Privacy Policy", "Terms of Use", "Service Level Agreement", and "www.turningtechnologies.com".

- 5 Click **Send Email**.

An email will be sent to the email address provided. If the email address provided does not have a ResponseWare Web account registered to it, an error message is displayed.

- 6 Open email, click on link to continue to the next step of the password reset.

The email will contain a reset link along with the rest of your account information such as license expiration date.

- 7 Enter your new password. Then confirm your new password.



A screenshot of a web form titled "Change Password". It contains two input fields: "New Password:" and "Confirm Password:". Below the fields is a green button labeled "Change".

- 8 Click **Change**.

A box will confirm that the password has been changed.



A screenshot of a confirmation box titled "Password Changed". It contains the text "Password has been successfully changed." and a green button labeled "Continue".

Activating a ResponseWare Web license

If your ResponseWare Web license has expired, this section will cover how to activate a new license for ResponseWare to your ResponseWare Web Account. A license would be purchased via an e-commerce site or through a bookstore. The license code you receive will be entered under the Add License button.

Step by Step Instructions Activating a ResponseWare Web license.

- 1 From the Welcome Menu, click **Add License**.

ResponseWare Web - Add License



- 2 Enter **license code**.



- 3 Click **Verify**.



Add Licensing

Enter License Code :

Verify

Cancel

ResponseWare Web

[About ResponseWare Web](#)

Frequently Asked Questions

Q: "What is the Session ID?"

A: A Session ID is a unique identifier that is assigned to each interactive presentation. The Session ID allows ResponseWare Web to communicate back and forth with a specific presentation. This allows the device connected with ResponseWare Web to properly display the question being polled, and the questions results.

Q: "Should I join a session now?" (Before a presentation is started)

A: You cannot join a session until the presenter displays the Session ID to you. It is recommended that presenters turn on a setting to always display the session in their TurningPoint settings screen.

Q: When I go to my provider's network portal on my phone I cannot get to www.rwpoll.com.

A: Participants must specifically go to their Web Browser link on their cell phone and not to their provider's network portal.

Q: "How can I tell if I can use internet on my phone?"

A: Check with your provider or see if you have an unlimited data access plan. Try to log into any web site, such as www.google.com to confirm your internet connection.

Q: "When do I have to press 'Refresh'?"

A: If you are on a device that doesn't support "http request object" or Java Script enabling, then a Refresh button will appear. Press the refresh button to display the next question or results after polling is closed..

Q: "I am not seeing the next question or I miss the results from the polling because my phone is still showing the previous question. What do I do?"

A: You must allow a page to finish redrawing on your phone after hitting Refresh. It is possible that you may be pressing Refresh too many times and your device is trying to catch up to the commands you are sending through the Refresh action.

Frequently Asked Questions Continued

Q: "My results on my phone (Blackberry in particular) were very difficult to read because the numbers representing the answer, the number of responses, and the percentage all ran together."

A: This can be resolved in the download and use of ResponseWare App

Q: When I am logging into rwpoll.com, I notice that sometimes I have to retype my User information on the "Welcome" screen. Most of the time it is already there. Why is that?"

A: The participant information is stored on a cookie on the device that is being used. When using a shared device, another user may have logged into rwpoll.com after your last session. Therefore, your cookie may have been deleted.

Contacting TurningTechnologies Customer Service

TurningTechnologies Customer Service Department offers first class technical support second to none. Technical Support is available Monday - Friday, 7am - 9pm EST. For your convenience, we offer several methods of communication for technical support. From within the contiguous United States, you can reach Customer Service toll-free by calling 1.866.746.3015. If calling from outside of the United States, please call 330.746.3018. Customer Service may also be reached via email at support@turningtechnologies.com. Please note, it may take up to 2 business days for a reply if contacted via email.

